



PAX Complaints Procedure

DEFINITION

- a) Complaints are expressions of displeasure by individuals, filed with the organisation in relation to its functioning or the functioning of individual employees, and which do not otherwise qualify as misunderstandings which can easily be remedied.
- b) A complaint is considered to have been settled once the person filing the complaint has received a conclusion from PAX, with the latter being convinced based on the standards of reasonableness and fairness and, in line with the severity of the complaint, having done everything within its powers to handle the complaint appropriately.

GENERAL INFORMATION

- c) All complaints must be handled without delay.
- d) Complaints can relate both to fundraising by PAX and to the exercise by PAX of its actual role, e.g. the management of peace programmes, funding provided to partners, positions adopted by PAX, and information provided by PAX to the public.
- e) Complaints may be filed by telephone, letter, email or social media.
- f) If a complaint cannot be processed in full immediately, the person filing the complaint will receive information as soon as possible about the expected type and duration of the complaint handling process.
- g) The person filing the complaint can rely on PAX to monitor the progress of the complaint settlement process; PAX is responsible for clearly communicating this to the person filing the complaint.
- h) For PAX, complaints represent a valuable source of information regarding:
 - the quality of its functioning
 - the perception of the outside world of PAX's functioning.
- i) Within the PAX organisation, the management has final responsibility for ensuring that the complaints policy is diligently implemented, notwithstanding the responsibility of all PAX employees to act proactively in accordance with the complaints handling procedure.

PROCEDURE

- a) Verbal/telephone questions and complaints:
 - Employees who receive questions or complaints either verbally or by telephone handle these immediately, if possible, verbally and in full. In some cases the person filing the complaint may be phoned back shortly afterwards, if it is advisable to consult with other employees and/or the director first.
- b) Written complaints (letter and email)
 - The person filing the complaint will receive a written response immediately following the receipt of their letter. If the complaint cannot be handled immediately, a confirmation of receipt is sent to the person filing the complaint no later than the first working day following receipt of the complaint.
 - Date on which the letter/email was received
 - Information regarding the further handling of the complaint (duration, progress of the procedure, contact, etc.)
 - Written complaints are handled in full within 14 days. If this turns out to be impossible in specific cases, the person filing the complaint will again receive information about the course of the procedure and the duration.
- c) All written complaints are recorded in the database.
- d) All written documents relating to a complaint (i.e. documents received/sent/appendices) are kept in the archives.

HANDLING OF THE COMPLAINT

The following requirements apply to the treatment of the substance of complaints:

- a) Rapid handling and remedy of errors committed
- b) Diligence
- c) Provision of clear information about the subject
- d) Respect for other people's opinions
- e) Helpfulness

COMPLAINTS AGAINST THE MANAGEMENT

- a) Written complaints against the managing director and/or the management are immediately forwarded to the Chairman of the Supervisory Board. The Chairman notifies the Supervisory Board.
- b) The Supervisory Board checks whether the complaint is eligible for treatment by the Supervisory Board. If this is not the case, the Supervisory Board requests the management to handle the complaint further.
- c) If the complaint is eligible for treatment, the Supervisory Board has the options listed below to determine whether the complaint is founded or unfounded. The Supervisory Board can, if it believes this to be necessary in order to form a proper opinion of the complaint,
 - launch an investigation independently
 - appoint a committee or
 - introduce an adversarial process.
- d) In determining whether a complaint is founded or unfounded, the Supervisory Board or the managing director and/or director has acted in accordance with PAX's mission and core values.

MONITORING

An annual evaluation of the complaints received will be held during the ISO 9001 management assessment in order to:

- e) assess the quality of the organisation
- f) identify structural signs at the earliest possible stage
- g) improve communication with our audiences
- h) The complaints procedure forms part of the annual external audit conducted as part of ISO 9001